

INFORMATION TECHNOLOGY DEPARTMENT

CITY OF HOUSTON

Richard Lewis, CIO



Welcome

Delegation from Beijing Municipal Government's
Department of IT and Economy

Madame Yu, the Vice Chair Person for the Beijing
Municipal Commission of Economy and IT

Topic

"How Information Technology is Applied in
Government Administration and How it Promotes
Industry"

Friday, March 4, 2011

Houston Convention & Visitors Bureau

Main Conference Room

10:00 - 11:30 am



“How Information Technology is applied in Government Administration and How it Promotes Industry”

- **IT services are crucial to virtually all sectors of government administration. These services support both internal and external customers.**
- **Government IT facilitates communication with citizens and the public across all industries.**
- **Numerous Local and Global Services provided:**
 - ✓ Emergency Communications & Disaster Recovery
 - ✓ Public Records Management (HPD RMS)
 - ✓ Central Permitting
 - ✓ Geographic Information Systems (GIS)
 - ✓ Online Payment for City Services
 - ✓ Police, Fire, EMS Active Incidents
 - ✓ Municipal Courts Case Mgmt System (CSMART)
 - ✓ 3-1-1 Contact Center
 - ✓ Housing Funding Application and Tracking
 - ✓ Tee Time Reservations
 - ✓ Deed Restriction Violations
 - ✓ Library (renew books, query catalog, eBooks)
 - ✓ Neighborhoods (by ZIP, parks, police, fire, etc.)
 - ✓ Solid Waste Pickup Schedules
 - ✓ City Volunteer Job Postings & Application
 - ✓ Calendar of Events

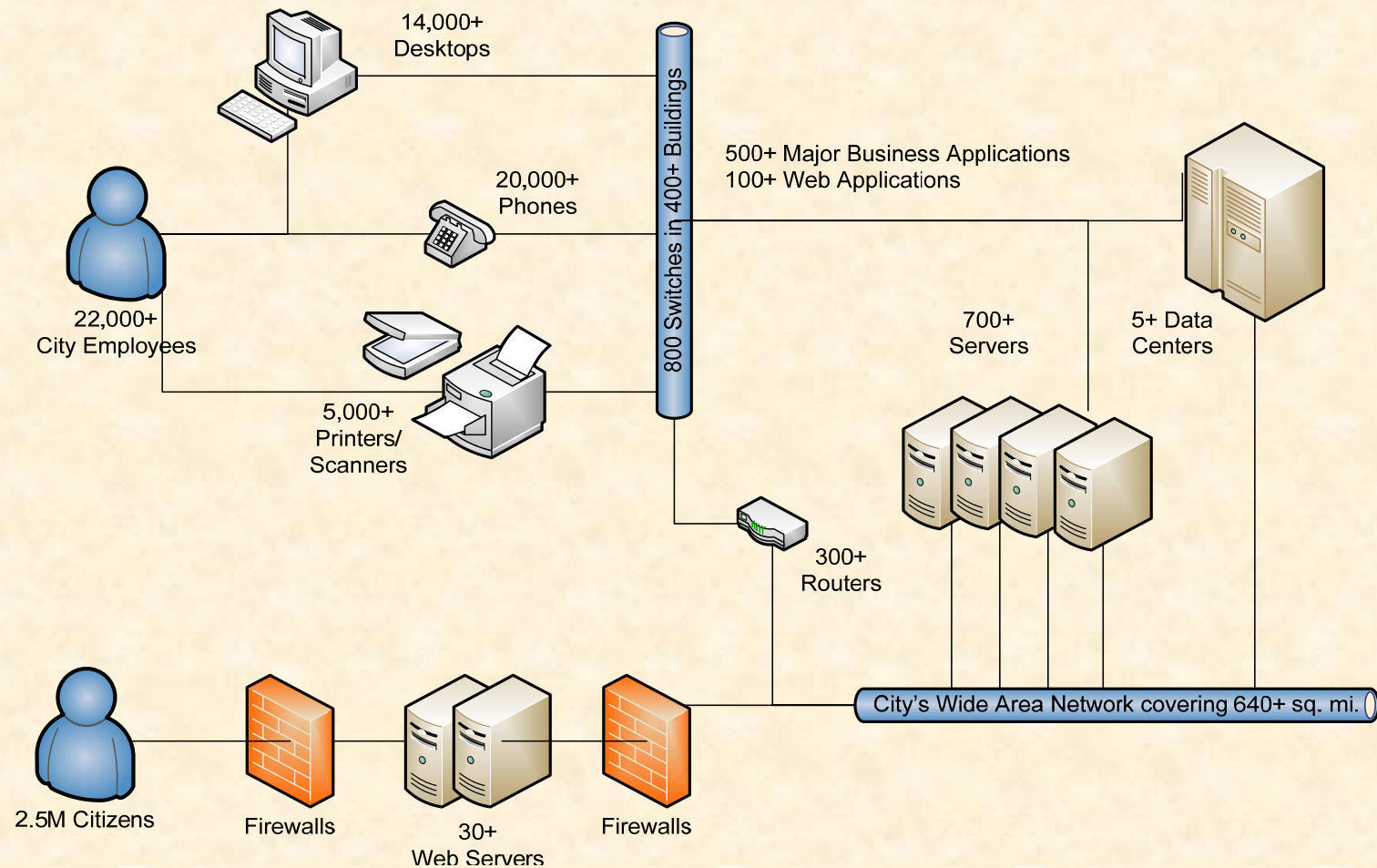


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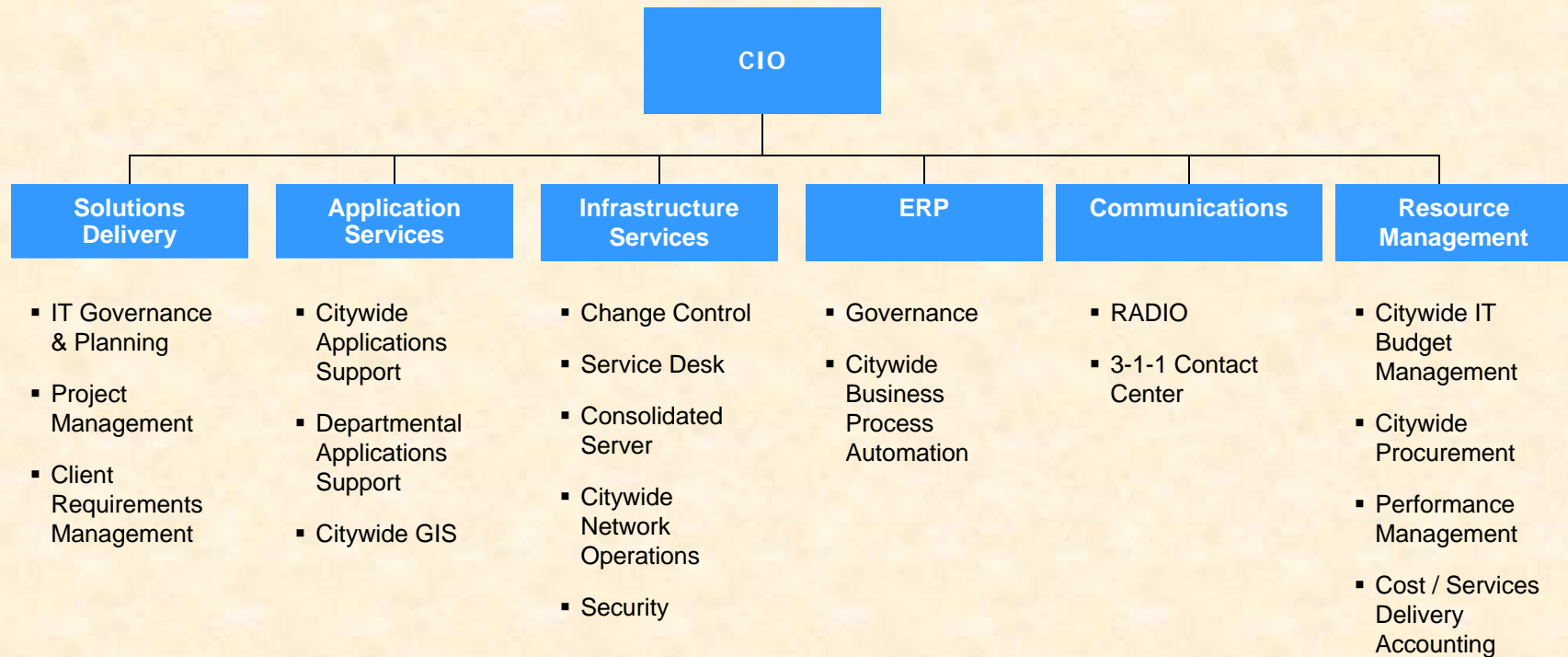
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CITY OF HOUSTON

Technical Illustration of Information and Communication Technology



IT Functional Organization



CULTURE = 4 Cs

Commitment Strong work ethic with high productivity

Collaboration Working together

Competence Keeping skills current

Courage Doing the right thing,
regardless of the consequences



GOALS

Short Term

1. Improve IT service delivery with a focus on infrastructure services and cost savings
2. Complete implementation of new 700 MHz Radio System
3. Consolidate data centers to reduce cost and implement disaster recovery plan
4. Secure resources for a 24/7 network operating center
5. Implement new Municipal Courts case management system (CSMART)
6. Assist HPD in the implementation of new records management system
7. Complete upgrade of the 3-1-1 contact center to next generation technology
8. Leverage Geographical Information System (GIS) technology investment
9. Extend the City's wireless infrastructure

Long Term

1. Develop a citywide systems architecture plan
2. Re-organize and consolidate IT for better governance and to support the City's core business lines
3. Develop citywide security framework to include a Chief Security Officer (CSO)



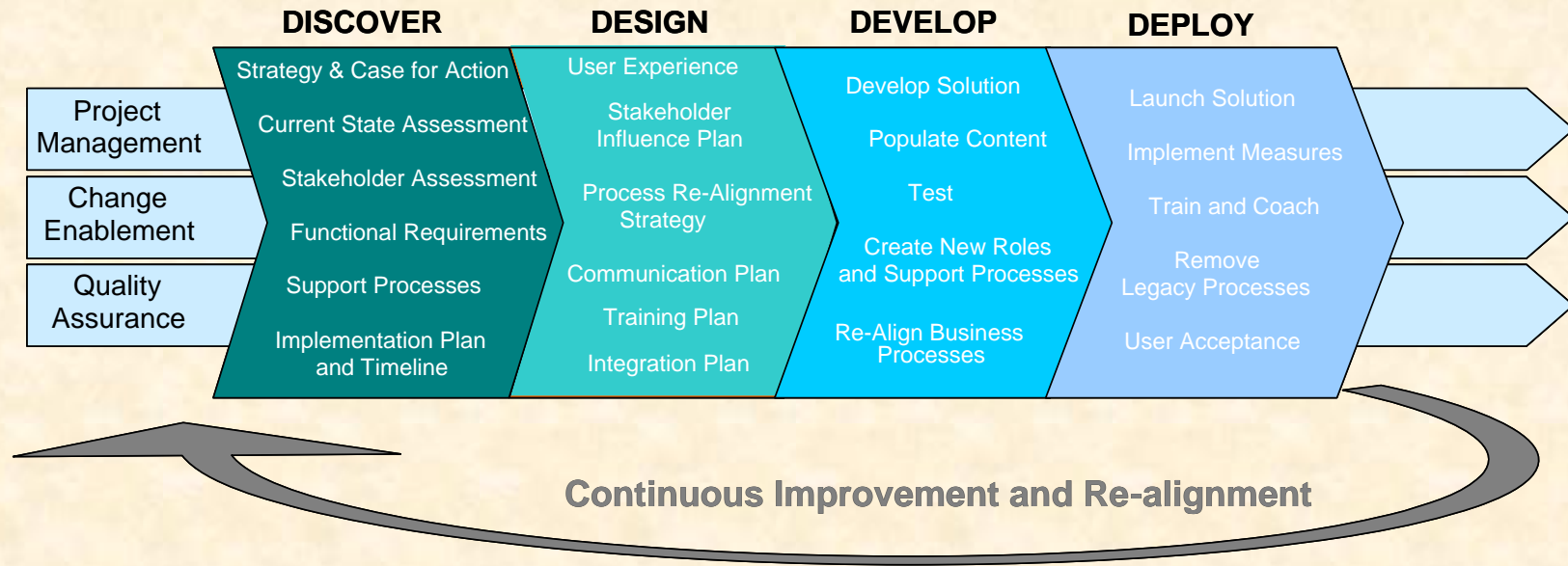
Technology Investment Plan (TIP) 5 Year Plan

- The Technology Investment Plan (TIP) is the City's five (5) year plan for significant Information Technology (IT) capital investment, replacement and refresh
- Updated based on citywide priorities, continuous business re-alignment, technology development
- Re-forecast to adhere to the most current standards and best practices
- Identifies project Return on Investment (ROI) and impact to O&M
- Resembles the City's Capital Improvement Plan (CIP) recognizing that significant asset refresh, upgrades and technology shifts are cyclical and generally occur over the economic life of the assets
- Presents planned appropriations by department to be submitted for Council approval
- Technology projects adhere to similar CIP project phasing including assessment, design and implementation



IMPLEMENTATION PROCESS:

Change Activities are Embedded in Overall Approach



Ongoing Technology Initiatives

Strategic Initiative	Objective	Investment	Status	Current Goal
700 MHz Radio System	New Technology	\$132m	Council Action Approved	Infrastructure Delivered and Operational
WeCAN WiFi	New Services	\$3.5 m	Activated (7 WeCAN Neighborhoods; 68 WiFi Zone wireless network)	Test, Stabilize, Monitor, Maintain and Expand
Enterprise Resource Management System (ERP)	System Replacement	\$28m	Financial, Procurement, Human Resources, and Payroll complete	Phase III Follow on Investments
Police Records Management System (RMS)	System Replacement	\$25m	Business Process & Configuration in Process / Sandbox	Phase I with process moving into Phase II
Citywide Network Infrastructure	Upgrades and Add-Ons	\$15m	Phases 1 and 2 Complete, Phase 3 to be complete by 2009	Complete Upgrade
Municipal Courts Case Management System	System Replacement	\$14m	Custom Developed Solution Being Implemented	Transitional Support for Failed System
Computer Aided Dispatch (CAD) Upgrade and Enhancement	Upgrade to Next Generation CAD	\$7m	Technology Changes Will Require CAD Upgrade	Target Date FY13 / FY14
Unified Communications System (USC) (PBX Upgrade)	New Technology	\$8m	Phase 1 Complete, Phase 2 Pending Vendor Certifications	Achieve MWBE Vendor Compliance, Press Phase 2
Geographic Information Systems (GIS)	Development	\$3m	Significant Development Progress, Phase 3 Ongoing	Continue Development and Deployment



Ongoing Technology Initiatives, continued ...

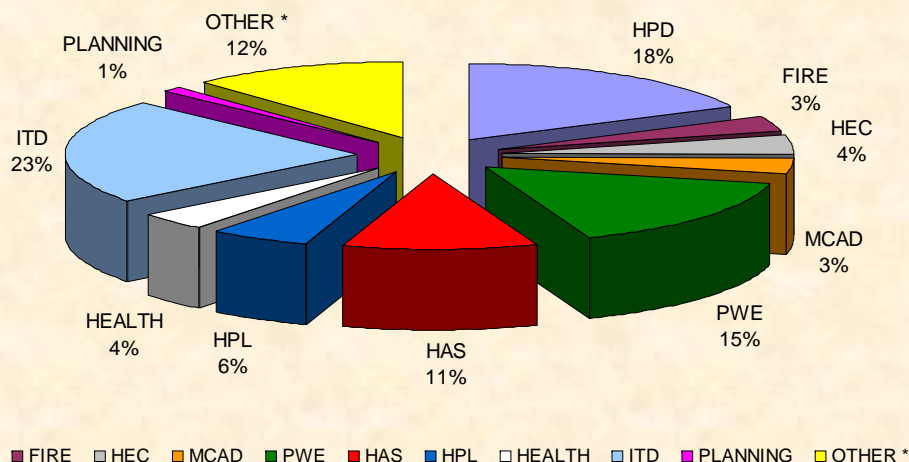
Strategic Initiative	Objective	Investment	Status	Current Goal
3-1-1 Houston Service Help Line	Refresh Cycle	\$1.25m	Evaluate, Design, Recommend	Refresh 50% Hardware
Health Clinical Management System	System Replacement	\$2.75 m	On the Drawing Board	RFP Development, BAFO's
Citywide IT Asset Refresh	Refresh Cycle	\$2.6m	YR1 Complete, YR2-3 Ongoing	Returns; Backup and InfoBlox (DNS/DHCP)
Electronic Citation Devices	Replacement	\$2m	Evaluating Proposals	Deploy 2011; Generate Revenue
Houston Permitting Center	New Services	\$3.8m	Application Development Underway	Deploy / Implement by June 2011
Virtual Network Services	New Services	\$2m	Tech and Environment Studies	Consolidate 20% Redundant Servers
Data Center (TP1) Assessment	Study/Strategic Planning	\$250k	Data Collection Completed	Market Assessment
Mobile Data Strategy (MDS) "Office in the Vehicle"	Modernize Public Safety Mobile Data Network	\$18.4m	Developing Strategy	Enable HPD Resources to Plan and Implement System
Electronic Document Management System (EDMS)	New Services	\$1m	Application Design Underway	Deploy / Implement by 2015
Active Directory / Exchange	Development	\$7.84m	RED Design Complete, Procuring Hardware and Software	Begin Implementation
Computer Aided Dispatch (CAD) Upgrade and Enhancement	Upgrade to Next Generation CAD	\$7m	Technology changes will require CAD Upgrade	Target FY13/14



Annual Technology Spend

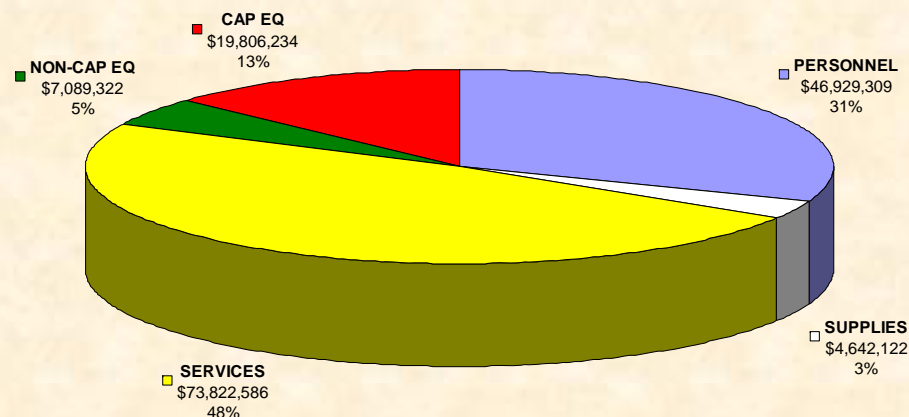
- The City's highly decentralized IT environment is best illustrated by these pie charts reflecting IT spending by department

FY10 CITYWIDE IT SPEND
by Department
TOTAL \$152.29m



HPD FIRE HEC MCAD PWE HAS HPL HEALTH ITD PLANNING OTHER *

FY10 CITYWIDE IT SPEND
By Expenditure Commitment / GL Account Type
TOTAL \$152.29m



HIGHLIGHTS

- Leverage SAP through enhanced tools
- Invest in IT security to avoid disruption in business operations, theft and inappropriate use of City assets
- Project management of large IT initiatives, leveraging technologies to enhance productivity and organizational performance



eGovernment Center

www.houstontx.gov

Web Stats - February 2011

Total Visits and Visitors

- 22,413 avg. daily visits / 627,583 month
- 352,890 unique visitors
- 263,635 visits to home page
- 803,021 total unique visits of 81 pages over 2,000 visits
- 1,191,154 total unique visits of 6,494 pages this month

Most Visited Pages - Top Ten Clicks

- Jobs Index – 43,355
- Job Listings – 31,825
- Police Index – 28,849
- Courts Index – 24,201
- HR Index – 18,509
- Police / Public Information – 17,208
- Fire Index – 12,662
- Permits Index – 12,510
- Health / Birth Certificates Index – 11,954
- Police Careers – 11,353

Most Popular Directories

Top Ten Directories Visited

- Police – 108,513
- Jobs – 85,426
- Courts – 69,940
- Health – 69,186
- Solid Waste – 50,926
- Fire – 45,431
- Parks – 38,953
- About Houston – 33,881
- Redirect – 28,448
- B.A.R.C. – 28,170

**Thank You for Visiting the
City of Houston**

Questions & Answers

